



**ARMY COMMUNITY SERVICE  
BLDG 33720, SUITE 224 and 172  
HOURS: 0700-1630, Mon-Fri**

**706-791-3579 (DSN:780)**

**Toll Free# 1-877-310-5741**

**[www.gordon.army.mil/acs](http://www.gordon.army.mil/acs)**

**Our mission is to facilitate a commander's ability to provide comprehensive, coordinated and responsive services which support readiness of Soldiers, civilian employees and their families. We equip people with the skills and support to face military life today and tomorrow. (ACS Director: Ms. Vanessa Stanley, 791-3579/0844)**

---

**1. INFORMATION AND REFERRAL SERVICES: (791-0792 / 3579)** The Information Desk operates Monday-Friday, 0730-1600. A staff member performs receptionist duties, screens individuals requesting assistance, provides routine information on just about any topic and, when appropriate, makes referrals to ACS programs or other agencies within the community.

- **ORIENTATIONS AND BRIEFINGS:** The ACS staff is available to conduct or participate in orientations, briefings, and presentations. Sessions are arranged to familiarize commanders, military personnel, family members, and the community with the services and resources available through ACS.

- **FAMILY OUTREACH CENTER: (791-0792)** The ACS manages a multi-functional facility where many of their prevention classes are held. The facility offers two large training rooms, a full size kitchen, meeting area, outdoor playground for small children and a covered patio with two large outdoor grills. The facility is available for Family Readiness Group meetings or unit-related activities, by reservation only. The facility also serves as a Family Assistance Center which has priority for all usage.

- **MILITARY ONE SOURCE:** The Military One Source supplements existing family programs by providing a 24-hour, seven day a week toll free information and referral telephone line and Internet/Web based service to active duty Soldiers and their families. Visit them at: **1-800-342-9647** or **[www.militaryonesource.com](http://www.militaryonesource.com)**; User ID **"military"** Password **"onesource"**

**2. RELOCATION SERVICES: (791-4181 / 1922)**

- **WELCOME CENTER:** In room 172, Darling Hall, ACS operates a welcome desk where customers have complimentary computer stations, maps, general post information and other relocation assistance is available.

- **SITES:** The Standard Installation Topic Exchange Service (SITES) allows ACS to print a customized information booklet on any military installation worldwide. Booklets may be requested at the Welcome Center or may be accessed through the ACS web site.

- **LENDING CLOSET:** Army Community Service's (ACS) Lending Closet loans basic household items for 30-day period to military personnel and their families as they relocate into or out of the Fort Gordon area. The Lending Closet is located in Darling Hall, Room 172.

- **WELCOME CDs.** Soldiers who are relocating to Fort Gordon may request a welcome CD on line or telephonically. The CD includes a myriad of information about Fort Gordon and the Central Savannah River Area. ACS also provides welcome packet information including area maps, installation fact sheets, the Fort Gordon Guide, and other materials of interest to newly arriving personnel. Packets can be obtained at the newcomers' orientation, requested by phone or through our web site.

### **3. FINANCIAL READINESS: (791-1918 / 1922)**

- **CONSUMER INFORMATION:** ACS maintains an extensive selection of financial education materials as well as pamphlets, booklets, and information fact sheets on a variety of consumer issues.

- **PERSONAL FINANCIAL MANAGEMENT CLASSES:** ACS provides regular classes on personal financial management including budgeting basics and schedules classes by unit request on car buying, basic investments, and use of credit. Special classes on consumer topics such as identity theft, predatory lending, and frauds/scams are also available.

- **ARMY EMERGENCY RELIEF (AER):** AER is a non-profit private organization established to provide emergency financial assistance to active duty and retired soldiers by providing interest-free loans or grants. Financially distressed spouses and orphans of deceased military personnel may also apply in emergency situations. Dependent spouses and children of active, retired, or deceased personnel may apply for educational scholarships disbursed through AER. The Fort Gordon AER office also serves as a liaison with Navy/Marine Corps Relief, Air Force Aid Society, and Coast Guard Mutual Assistance for service members assigned or traveling through this area.

- **ACS EMERGENCY FOOD PROGRAM:** When other emergency financial assistance is not practical or available, a food voucher may be provided on a one-time basis for military families experiencing emergencies or unexpected financial difficulties. This assistance is intended to provide groceries for three to four days only.

### **4. FAMILY ADVOCACY PROGRAM (FAP): (791-6632)**

This program is dedicated to the prevention, prompt reporting, intervention and treatment of spouse and child abuse and sexual assault. Family Advocacy Program works with individuals and families to enhance individual coping skills and strengthen family relationships. Some of the services available through ACS FAP are:

- **EMERGENCY SHELTER:** FAP provides a safe environment for family members who are at risk for family violence. Shelter is provided on a temporary basis in order to establish a safety plan that is arranged by the client and the Department of Social Work Service.

- **EMERGENCY TRANSPORTATION:** When all other resources fail, transportation (in the form of a cab service) is arranged to assist a Soldier or family member during an emergency.

- **EMERGENCY RESPITE CARE:** As a preventive measure in potentially abusive situations, child care arrangements are made to assist the primary care taker or to facilitate treatment for families.

- **NEW PARENT SUPPORT:** Family Advocacy offers a New Parent Support Program that includes home visitations, parent education classes, three weekly developmentally appropriate “Playgroup” sessions for infants, toddlers, preschoolers and their parents and other referrals for various “nursing moms” support groups, videos, books and such. .

- **VICTIM ADVOCACY / SEXUAL ASSAULT PROGRAM:** Professional advocates work on behalf of victims of domestic violence and or sexual assault. Advocates promote the expressed interest of the victim. They ensure that each victim is aware of his or her rights and understands the dynamics of domestic violence or sexual assault. They coordinate emergency services, conduct safety assessments, make referrals, and provide training in an effort to promote “wholeness,” self empowerment and resilience. Restricted and unrestricted reporting options are available every day, all day (24/7).

***EAMC Department of Social Work Service (SWS): 706-787-3656 or 5811.***

***Sexual Assault Hotline: 706-791-6297.***

**5. EMPLOYMENT READINESS PROGRAM (ERP): (791-0795)** The Army has established partnerships with several large corporations that have agreed to provide employment to Army spouses. The mission of the ERP is to provide family members with information and assistance regarding employment and educational opportunities. ERP services include an on-line vacancy board of off-post job opportunities, individual counseling, automated Resume Workshops, employment-related workshops and activities, and referrals of vacancies through email.

**6. MOBILIZATION AND DEPLOYMENT PROGRAM: (791-0795)**

This program provides specialized training and support to the Soldiers and family members when the Reserve Component units are placed on active duty or when active Army Soldiers or units must leave their home station. Services are targeted to address pre-deployment, deployments, re-deployments or reunions, as well as establishing and re-energizing family readiness groups (FRGs). Operation READY materials and other resources are widely utilized.

- **FAMILY READINESS GROUP TRAINING:** Training is offered to Family Readiness group leaders quarterly and upon request.

- **UNIT SERVICE COORDINATOR:** The ACS paid staff members are assigned to the various battalions to insure optimum coordination of services. The staff member serves as a customer service representative for the command team.

**7. EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP): (791-4872 / 3579)** The EFMP provides services to military families who have family members with physical, emotional, developmental, or intellectual disabilities. Information and assistance are available regarding military and civilian resources in the community, education services, care providers’ programs,

summer camp programs, advocacy services, support groups, family activities and workshops. To enroll an Exceptional Family Member (EFM), contact the clinic at Eisenhower Army Medical Center at 787-2247/5303.

**8. ARMY FAMILY TEAM BUILDING (AFTB): (791-3880)** This educational program is designed to enhance coping skills and assist military families with being more self-reliant and self-sufficient. Three tracks of training are offered, for the Soldier, for the DA civilian, and for family members. Within the Family Member Track of training are three levels, each designed for a specific segment of the family population, Level One-Basic Training for family members; Level Two-Management training; and Level Three-Senior family members learn the art of coaching, mentoring, and advising. Training is available in English, Spanish, German, and Korean.

**9. ARMY FAMILY ACTION PLAN (AFAP): (791-3880)** This grass roots program was developed to solicit input from all members of the Army family and to ensure their comments and ideas for change in programs and/or services is heard at the “top.” Issues may be submitted year-round at the ACS web site. An annual conference is held and representative delegates determine their priority for action at the installation, MACOM or region, or DA level.

**10. ARMY VOLUNTEER CORPS (AVC): (791-3880)** Anyone interested in volunteering in support of programs or services on or off of the installation is encouraged to register with the Army Volunteer Corps Coordinator. Soldiers’ community service is documented for the Military Outstanding Volunteer Service Medal (MOVSM).

**11. \*SWAP AND ASSIST SHOP: (791-6967)** Donated items such as clothing, shoes, kitchen utensils, baby items, books and other household goods are given to E-4s and below. For those families in which the sponsor’s rank is E-5 and above, articles of equal value may be swapped for goods. The Swap and Assist Shop is located in Bldg 39101 and is managed by ACS Volunteers. **Hours of operation are Thursdays 1000-1400 hours only. (706) 791-2260.**

**12. \*CHRISTMAS HOUSE: (791-3880)** The purpose of the Christmas House Project is to ensure a traditional holiday celebration for those military families unable to provide their own. Active duty and retired military families may apply. This assistance is provided in the form of food and toys.

#### OTHER HELPFUL WEBSITES:

[www.fortgordon.com](http://www.fortgordon.com)

[www.myarmylifetoo.com](http://www.myarmylifetoo.com)

[www.us.army.mil](http://www.us.army.mil)

[www.armycommunityservice.org](http://www.armycommunityservice.org)

[www.guardfamily.org](http://www.guardfamily.org)

[www.armymwr.com](http://www.armymwr.com)

[www.armyreserve.army.mil/usar/families](http://www.armyreserve.army.mil/usar/families)

[www.redcross.org](http://www.redcross.org)

[www.army.mil/ako/](http://www.army.mil/ako/)

[www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)

**\*Denotes special Fort Gordon programs or programs pioneered at Fort Gordon.**